The Swimming Pool

Newsletter for the SWIMS Network

The Editorial Team

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Jessica Pawley

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#AMillionDecisions

It cannot have escaped anyone's notice that a new campaign has been launched. #amilliondecisons is a joint campaign between CILIP and HEE LKS. A thunderclap (www.thunderclap.it/about) had the potential to reach 661 thousand followers when it was sent by 293 twitter accounts at midday on Monday 27th January.

If you have used the campaign hashtag to promote library services in your Trust please do let us know – send us your tweets, your facebook posts, your marketing campaigns, photographs, and posters. Tell us how you are engaging with this campaign and highlighting the good work that we do so that your colleagues can shamelessly steal your good ideas!

If you're still not sure what it is all about, you can find out more on the CILIP website - http://www.cilip.org.uk/advocacy-campaigns-awards/advocacy-campaigns/million-decisions

@mysticalchild1 "@gsquia @gloshospitals thank you we are proud to help with the #amilliondecisions that happen everyday in healthcare"

@BristleBoy "35 librarians, much discussion around synthesizing and summarising search results #asmilliondecisions"

@HealthCareersUK "Librarians/knowledge specialists support life-saving decisions every day socsi.in/kRPrx #amilliondecisions"

Sam Burgess
Swimming Pool Editor in Chief

Service Transformation E-Learning Project (STEP) update

Work is progressing on the creation of seven information literacy e-learning modules. This is led by Sarah Lewis, Library Services Manager for Wilfred Stokes Library, Buckinghamshire Healthcare NHS Trust, and Tracey Pratchett, Knowledge and Library Services Manager at Lancashire Teaching Hospitals; and the work is on track for completion in April.

Both the content and design of the modules is currently in development and an official name for the modules has been agreed (STEP is the working title only): **How to search the literature effectively: a step by step guide for success.** Once complete, they will be accessible through E-learning for Healthcare: http://www.e-lfh.org.uk/home/.

Stay up to date with progress – read the blog here: http://kfh.libraryservices.nhs.uk/category/service-transformation/service-transformation-e-learning-project-step/

Helen Watts
Library and Knowledge Services Manager
Avon and Wiltshire Mental Health Partnership NHS Trust (AWP)

Library Impact the Bath Way

As we all know demonstrating the impact of our library services is high on everyone's agenda through Knowledge for Healthcare. I was recently asked to share through the Swimming Pool how we have been addressing this here in Bath.

Well every quarter we send everyone who has had a literature search from us a very quick Survey Monkey. We normally get a 40% response rate which is really pleasing.

Meg Luscott, one of our Library Assistants, then uses the feedback and her creative skills to develop an impact / feedback display linking feedback from literature searches to category of user & user organisation.

This has been a very powerful way on an individual level of demonstrating the impact that our literature searching service has had.

Jason Ovens
Head of Library Services
Royal United Hospitals Bath NHS Foundation Trust (W14)

Value & Impact Survey

Here at YDH we've sporadically collected missives praising our service, periodically held a survey to evaluate satisfaction, and issued the obligatory feedback forms post literature search training. Compliments on the behaviour and helpfulness of staff have been heart-warming and encouraging but this has told us little about the effect of our support on staff personally, and how this might have subsequently impacted on patient care.
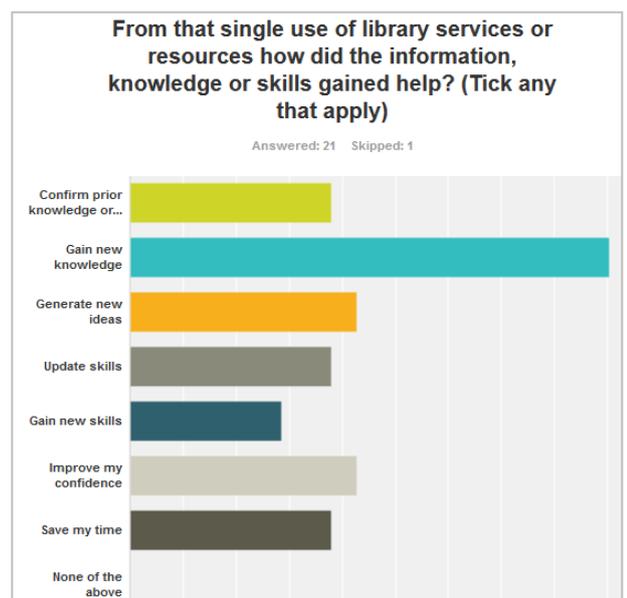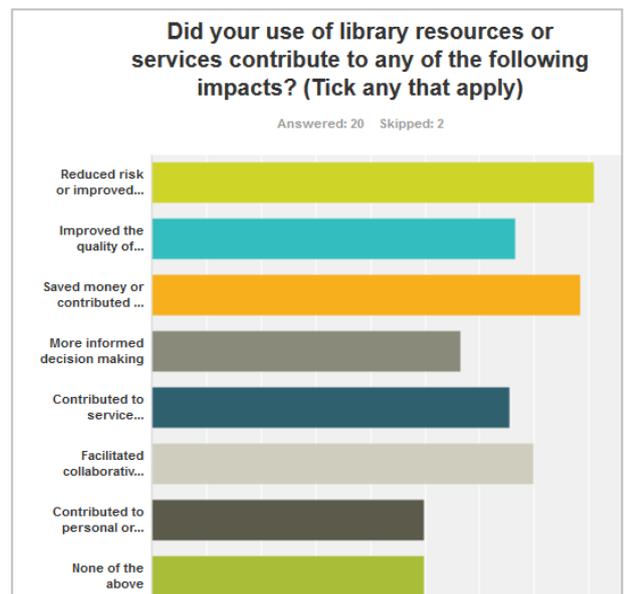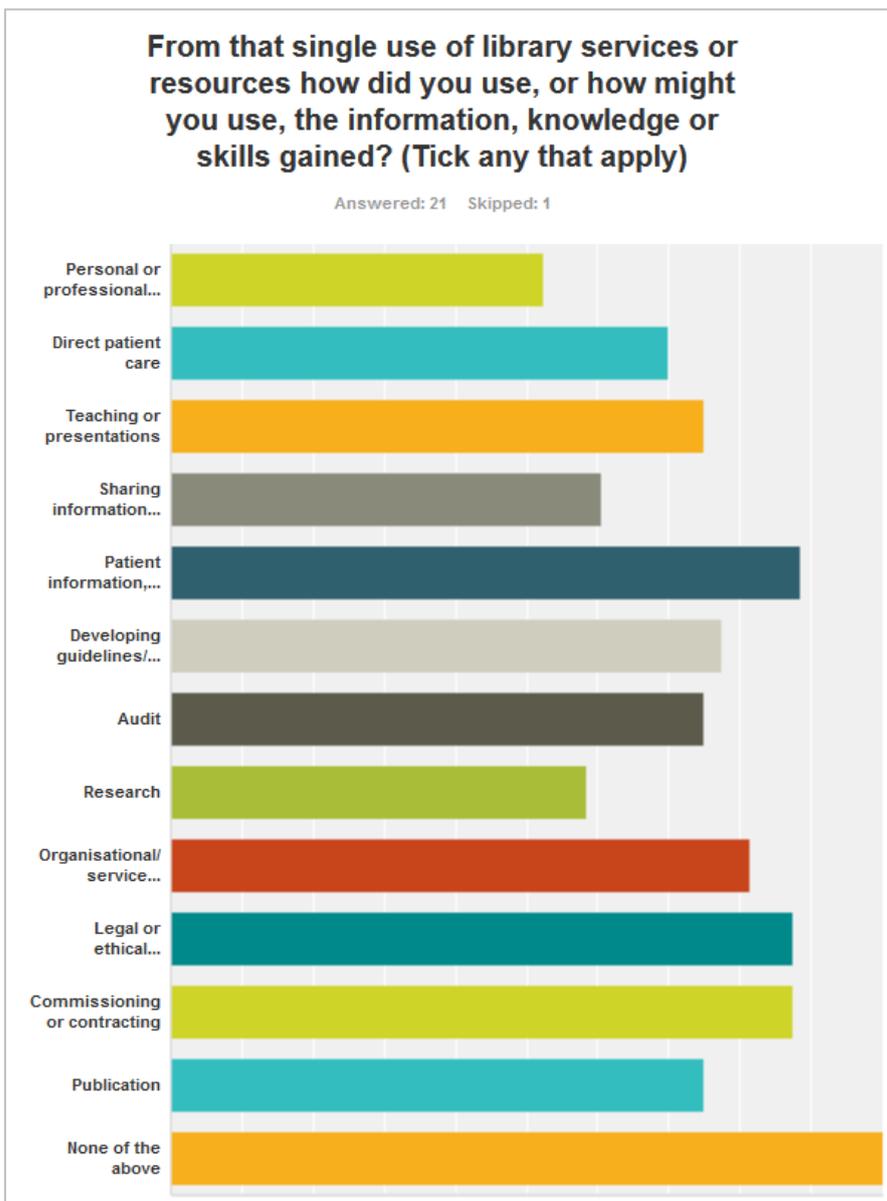
With this in mind I recently joined a WebEx which showcased aspects of the Toolkit devised by the Impact and Value Task and Finish Group. I was interested to learn that the generic questionnaire in the toolkit had been used by one Library Service to create an online survey. I decided that this would be a good way for us to evaluate the effectiveness of interactions with our own users. We have for some time run a survey delivered as a Library email signature and also hosted it on our blog, but this is not value related and I'm aware by the quantity of responses, not often completed either! This new survey could be focussed more towards single use, meaning we would capture the views of our users in a more measured way. So I transferred the questions into SurveyMonkey and off we went, targeting specific individuals as they used the Library or its resources. Here are a few of our subsequent findings:

- The survey link can be emailed out to Staff, with this Individual specific method allowing for gentle reminders if not completed a short while after the initial contact.

- The survey permits time for the impact of the interaction to be felt as the need to complete isn't immediate.

- It's a very succinct set of questions and quick for the recipient to complete, an important aspect of the survey which can be highlighted in the email accompanying the link.

- Wording of the 5 questions is overarching and means the survey can be used for all user interactions whether in relation to resources, training, IT help or Library environment.
- The ease of configuring SurveyMonkey and the limited questions meant it was a quick and easy method for us to implement.

In the short time since launching the survey we have been delighted to see that our impact is being felt across the board, with responses showing that each interaction has benefited users in a number of ways, both personally and professionally. Impact of the service on direct patient care has been notable, as has use for patient information and developing guidelines. I was surprised to find also that there has been a benefit felt to commissioning and contracting, evidence particularly important in highlighting the Library's worth at the present time. One of the most notable benefits of this particular survey in the way we have delivered it has been a higher than average completion rate; a total of 22 replies from 35 survey link recipients, which is over 75%! By continuing to collect this data I believe we can consistently assess and improve our influence, further embedding the Library Service as a necessary and effective Trust resource.

Angie Drayton
Assistant Librarian
Yeovil District Hospital NHS Foundation Trust (YDH)

From that single use of library services or resources how did you use, or how might you use, the information, knowledge or skills gained? (Tick any that apply)

Answered: 21   Skipped: 1

- Personal or professional...
- Direct patient care
- Teaching or presentations
- Sharing information...
- Patient information,...
- Developing guidelines/...
- Audit
- Research
- Organisational/ service...
- Legal or ethical...
- Commissioning or contracting
- Publication
- None of the above

Did your use of library resources or services contribute to any of the following impacts? (Tick any that apply)

Answered: 20   Skipped: 2

- Reduced risk or improved...
- Improved the quality of...
- Saved money or contributed ...
- More informed decision making
- Contributed to service...
- Facilitated collaborativ...
- Contributed to personal or...
- None of the above

From that single use of library services or resources how did the information, knowledge or skills gained help? (Tick any that apply)

Answered: 21   Skipped: 1

- Confirm prior knowledge or...
- Gain new knowledge
- Generate new ideas
- Update skills
- Gain new skills
- Improve my confidence
- Save my time
- None of the above

Patient and Public Information Study Day
Taunton, 23ʳᵈ January 2017

I spent an informative day with colleagues from across the region (and beyond!) learning more about the ways in which we in health libraries can support the provision of quality patient information. We had an update on the work of the Knowledge for Healthcare PPI Task and Finish Group, who have been working hard to develop resources and strategies which we can all use to facilitate our work in this area.

An ideas bank has been developed to show what is already being done, and to provide resources, case studies and information which colleagues can draw upon for inspiration, and use in their own settings. It is available now on the Knowledge for Healthcare website, within the Patient and Public Information section, along with lots of useful background information http://kfh.libraryservices.nhs.uk/wp-content/uploads/2017/01/Ideas-Bank.pdf . Sarah Greening has also developed a cross-sector contacts database of people interested in PPI, which may prove a useful starting point if you are thinking of working with new organisations. Carol-Ann Regan also emphasised that the role of NHS Choices should not be underestimated, particularly with significant improvements planned in the not too distant future!

We spent the morning working in small groups to look at a range of PPI tasks and initiatives, organising them in order of usefulness for patients and ease of implementation. It was amazing to see how much consensus there was regarding which activities might be straightforward to implement and be most beneficial to patients, and should therefore offer many of us some quick wins. However, it also became clear that different trusts had very different working relationships between communications teams, PALS and the library teams, which will significantly impact on the ease with which some of these 'quick wins' might be achieved.

Jill Scott (Registered Dietitian and Learning and Development Manager for Bristol, Bath and Somerset, and Gloucester Next Steps Project, Macmillan Cancer Support) gave an interesting presentation about the challenges of communicating directly with the public and patients, highlighting the differences between providing information and giving advice. Jill emphasised the importance of managing expectations, particularly with regard to the role of the Information Professional – we are able to signpost people to high quality resources but we are not able to give clinical advice or offer opinions regarding conditions or treatments.

We had a visit from Colin Bray from Libraries Unlimited https://librariesunlimited.org who are now responsible for running public libraries in Devon. It was good to hear how keen Devon public libraries are to play a role in supporting patient information needs, and the resources they already have in place to do so. Colin told us that all Devon Libraries have access to Books on Prescription, and seemed keen to build relationships with the health libraries network.

There was a reminder from Task and Finish Group reps that Health Information Week provides us all with an opportunity to put some of these ideas into practice, and I look forward to hearing more about everybody's plans as we head through spring! Holly Case also reminded us that there are many examples and great resources already on the ideas bank!!

Caroline de Brun gave us some useful information about health literacy, and the challenges of navigating the Internet for health information. Medical terminology can vary significantly even between English Language speaking nations, presenting new challenges for those trying to find the best quality information. Caroline shared a wide range of useful resources, including Patient Information Forum, LIS-infoliteracy, and the National Elf Service, all of which can support us in our PPI quest.

Finally colleagues from around the region bravely shared examples of how they have been putting PPI into practice. From running reading groups, to working with public libraries to organise health events, to updating patient information leaflets - a wide range of ideas are already being put into practice. Importantly we learnt that not every idea is always a success – but you can always learn from them!

Being new to the NHS, I found that this session helped me to build up a clearer picture of the variety of roles that information professionals are fulfilling within the organisation, and the levels of support that are available to us within the region. It was fantastic to meet some of you, and find out what you are up to. Top banana!

Charlotte Greaves
Library Assistant
Royal Devon & Exeter NHS Foundation Trust (EXE)

Supporting patients and the public:
an interactive day for NHS library and knowledge services
Taunton, 23rd January 2017

I'd like to begin by thanking Carol-Ann, Holly, Sarah, and the speakers for putting on such an engaging and informative workshop.   Even though I sit on the task and finish group responsible for this workshop I was encouraged to attend and I'm so glad I did. Not only did I get to reconnect with librarians from around the region, many I hadn't seen for a while and I had the pleasure of meeting the chair of this group, Holly Case (Surrey & Sussex Healthcare NHS Trust) and Sarah Greening (HEE).

First, I must say that it was made perfectly clear that as librarians we had the choice of supporting PPI directly or indirectly. This made many in the room instantly feel more comfortable including myself as we had envisaged opening our libraries up to the public like opening the flood gates!

The day was broken up with an activity to discuss the ideas bank of suggestions for use in our own libraries. We discussed how easy they would be to implement and how valuable they would be to the public and patients. The first thing I noticed was that there were many quick wins on the very long list. I selected two to make a start on as soon as I returned to the office. I chose 'to promote the library resources to our PALS/Patient information lead' and 'help clinical staff access patient information'.

I was shocked to see that the BRI is one of few libraries who don't directly do anything for the patient/public. This is something I want to address as soon as possible. As well as the speakers, I particularly enjoyed the regional examples of PPI involvement. It was great to see one library thinking outside the box by using targeted Facebook Ads to promote an event. This was something I'd only heard about from the business sector.

Finally, we were asked to jot our 2 ideas down on a postcard which would be presented to us at the Swindon meeting. The idea was that we would discuss progress so far. It was great to see so many library managers from the region attending the event who were enthusiastic about PPI. I look forward to Swindon to see how everyone has developed their PPI provision.

Helen Pullen
Outreach Librarian
University Hospitals Bristol NHS Foundation Trust (BRI)

Knowledge Management Study Day
York, 11th November 2016

It is all about the conversation

For some time now I have identified the need to try and understand more about what is meant by knowledge management to see how we can put some knowledge management tools to use locally in our service. This became more urgent this year as I was assigned a project, with others on the KfH Leadership Programme, to work on a solution to encourage capture, storage and sharing of best practice and innovation at a Trust level. So I have been reading around the subject, followed the NHS e-learning programme and attended sessions about knowledge management at various conferences including an excellent presentation about the role of the Knowledgeur by Paul J Corney at CILIP conference Brighton 2016. The KM Study Day in York, however, consolidated a lot of the theory and simplified the mystery of KM, or Mobilising Evidence and Organisational Knowledge (MEOK) as we are encouraged to describe it – much of it boils down to facilitating a useful conversation and putting people in contact with people and ideas, something we as librarians have always done.

The day started with an excellent presentation from Knowledge Café Guru David Gurteen entitled *Coversational Leadership*. After some useful definitions about knowledge and how it differs from information David discussed the Knowledge Café concept. Put simply this is all about recreating the environment of *"having a chat in the pub following a meeting or training session"*. He provided many tips and examples of where knowledge cafés have been put into place and the fantastic results they have led to. Loads more help is available from his website and blook. I can see that setting up knowledge cafés is a great way of putting people in touch with each other, or as David expressed it *"a conversation prior to a project or piece of work is akin to sharpening the saw before cutting down a tree"*. Sue Lacey Bryant then provided an overview of the work underway by the KfH Mobilising Evidence and Organisational Knowledge group. Sue called for LKS staff to act as the doors to enable knowledge to flow and to support evidence based decision making. The *Mobilising evidence and organisational knowledge: development opportunities* document was presented which outlines a set of core and enhanced skills around mobilising knowledge that all professional library staff working in the health sector will be expected to have. These skills were linked to areas of the PKSB for Health and suggestions on how to attain the skills such as utilising Learning Zone resources or attending workshops were outlined.

A quick break to catch up with our RCT (Randomised Coffee Trial!) partners followed. Prior to the workshop every attendee was randomly assigned to have a conversation with someone else attending the workshop. This was a great ice breaker and led to some very interesting conversations with colleagues from all around the country – maybe this is something we could use to enhance our regional training events and meetings?

We then broke into workshop sessions. I really enjoyed hearing more about RCTs from Susan Smith. She arranged our pre-study-day RCT and described how she had successfully organised RCTs for her organisation - random conversations which then developed into two major service improvement projects. A sumptuous lunch was followed by two further workshops. The session on the value of 'after action reviews' involved a lot of spaghetti and marshmallows but also showed how this simple set of questions, as outlined on the KM Postcards, can help us to reflect not only on projects but also can be used to quickly assess how effective a training course or conference session has been. This is something I tried out and found useful on the train home for the sessions I had attended. As we emerged from this session you could feel the energy coming from participants who had attended a parallel

session – *Using the Fishbowl Method to capture and share knowledge.* Details of all the sessions can be found [here](#).

A small group of representatives from the KfH Leadership Programme, that I have been working with to develop our KM project for knowledge capture, storage and sharing, then presented a final parallel workshop. The model (notice the term model rather than toolkit ☺) provides a step by step guide for Library and Knowledge Teams to implement an innovation/best practice database. The model consists of the experiences of the project team in engaging with people around the Trust about knowledge management; inclusion of adapted templates to capture knowledge about innovation, best practice or quality improvement; a schema to help you create a database including who you may want to approach in your Trust to help with this; some examples of where other knowledge management tools have been used effectively and a series of recommendations. By the end of the session every participant had identified 3 things to do over the next 6 months to help move them forward with implementing some form of knowledge management locally. The full model, including the workshop materials will be published in mid February as part of the [KM Toolkit](#).

The day was so useful in making, what felt to me, a rather complex and difficult topic into bite-sized, achievable and practical elements that could easily be implemented locally and that would bring great value to the Trust and wider health system in which I work. The day really proved the power of conversation.

Alison Day
Lead Librarian
NHS East Dorset Library and Knowledge Service (D01/2)

Save the date…

Chawton House Library: Jane Austen and much more
Wed, 1st Mar 2017

Dr Darren Bevin will be giving a presentation on Chawton House Library, the Hampshire study centre for English women's writing from 1600 to 1830 and home to rare books and manuscripts by authors including Jane Austen and Mary Shelley.

Dr Bevin was previously Senior Library Assistant at the Faculty of Divinity Library at the University of Cambridge. His 17-year career also includes librarian posts at the University Centre César Ritz in Switzerland and Manchester Metropolitan University.

Great Expectations
6:30pm for 7pm start
33 London St, Reading RG1 4PS
There is no disabled access.

RSVP: janine.hall@berkshire.nhs.uk

Janine Hall
Library and Electronic Resources Assistant
Berkshire Healthcare NHS Foundation Trust (PPH)

Network news

Staff changes at CGH/GRH

Dorothy Curtis – a library legend!

Dorothy Curtis, deputy library manager of CGH/GRH and ex library manager, regional LQAF lead and a true library legend (pictured left) retired in November. Her final day involved her going on a treasure hunt, presents, cards, balloons, flowers and cake. Dorothy requested a skittles evening, where more food was consumed and a few celebratory drinks were had by all. This really is an end of an era and we will all miss her passion, commitment, and enthusiasm – enjoy your rest Dorothy, you deserve it!!

Liz Cornish – haggis, whisky and munros!

Liz Cornish, library assistant extraordinaire, left on January 13th. Liz is moving to Edinburgh to be near her family. Liz treated us to cake on her last day and we gave her a moving house survival kit which did contain whisky (and paracetamol!). Final farewells took place over a lovely meal at Brasserie Blanc. We wish Liz well on her new adventure, the team won't be the same without her!!

Lisa Riddington
Library Services Manager
Gloucestershire Hospitals NHS Foundation Trust (CGH/GRH)

Rebecca Howes – welcome to our new assistant librarian

Hi I'm Rebecca and I'm the new Assistant Librarian at Gloucestershire NHS FT.

My background is in education, having worked at Bucks New University in Buckinghamshire the last three years as an SLA, however I did work primarily with nurses so I know a few things about Healthcare already!

Prior to Bucks I was in Eastbourne working in a college, so having had my fill of teenagers and grumpy students I've moved through to the professionals – with a few students thrown in!

Outside of being a librarian I have started to do silly things such as taking part in muddy obstacle races. I have one coming up this year which involves bouncy castles and throwing colourful paint around!

I'm really looking forward to the challenges of the hospital-based library environment, and hopefully will be able to bring some of my own knowledge and experience to the service.

Rebecca Howes
Assistant Librarian
Gloucestershire Hospitals NHS Foundation Trust (CGH/GRH)

Lorna Burns goes West

Lorna Burns, whom many of you will know from her years as AWP's Wiltshire librarian and latterly of Public Health England at Porton Down, is off to pastures new in 2017. Lorna is leaving Devizes and taking up the post of Lecturer in Evidence Based Healthcare at Plymouth University. She will be joining the Evidence Based Healthcare team at the Peninsula School of Dentistry as an embedded Information Scientist. It is a brand new role, a first for the university, and sounds like a fascinating combination of teaching on post-graduate MSc courses, together with supporting systematic reviews in the School.

We wish her the very best, and are delighted that she's still part of the healthcare library community, both professionally and, as her new work base is just across the road from Plymouth's Derriford Hospital, geographically.

John Loy
Library and Knowledge Manager
North Bristol NHS Trust (SMD)

TAU Staff Update

After a staffing restructure I am delighted to announce that David Chambers is now the Deputy Library Manager / eResources Coordinator. Jess Pawley was awarded her chartership at the end of 2016 and has accepted the post of Librarian. Jess is also undertaking a development role as a Trainee Clinical Librarian. Well done to both.

We now also have a vacancy for an Outreach Librarian. This will be advertised shortly.

Carol-Ann Regan
Library and Knowledge Services Manager
Taunton and Somerset NHS Foundation Trust (TAU)

New Clinical Outreach Librarian at STM

Noureddine Kenssous has recently joined our team of clinical outreach librarians, with responsibility for the integrated medicine, integrated elderly, and specialised services divisions. He has moved across the border from the East of England having worked at Luton and Dunstable Hospital and brings with him a wealth of training experience, critical appraisal skills, and technological know-how! Noureddine has also previously worked as a patient information officer so we look forward to learning from his experience in this field. I'm sure many of you will get to meet him either in person or virtually in the near future so do say hello!

Sarah Lewis
Library Services Manager
Buckinghamshire Healthcare NHS Trust (STM)

New staff at SAN

Hi, I'm Annie. I have recently joined the wonderful Library and Information Services team at St Andrew's Healthcare (SAN) as a Library Assistant. Following on from the completion of my English Literature degree at the University of Bristol in 2015, earlier this month I graduated with an MA in the same subject from King's College London. I am now enjoying life on the other side of the library service desk, and am proud to be doing so in a hospital environment where I can contribute to the important work undertaken here. I hope to gain as much insight into library services as possible and progress accordingly in the future. Looking forward to all future communications with the SWIMS network!

Annie Strausa
Library Assistant
St. Andrew's Healthcare (SAN)

New starter at AWP

I'm looking forward to working with the Bristol area team and assisting with your enquiries and information needs.

I've joined the Avon and Wiltshire Mental Health Partnership Trust Library team as a librarian for the Bristol area. My career has involved working as Librarian and Information Manager with the Ministry of Defence, where I ran a medical library in Germany for five years, and more recently for a short spell with the Open University Library in Milton Keynes.

Outside of work, my interests include cooking curry from natural spices, running, conversational German and web development.

Steven Walker
Librarian
Avon and Wiltshire Mental Health Partnership NHS Trust (BBH/CLN)

Congratulations Morag!

Our Trainee Librarian Morag Evans has completed her course at Aberystwyth University, achieving a Postgraduate Diploma in Information and Library Studies.

Jill Buckland
Library Service Manager
Dorset County Hospital NHS Foundation Trust (D08)

Salisbury NHS Foundation Trust Save 7 campaign

Last year, in order to tackle the financial challenges facing the organisation, Salisbury NHS Foundation Trust launched the Save 7 campaign, encouraging staff to come up with ideas to save a £ a day (7 days in a week Save 7, get it?). "If every member of staff saved £7 a week by reviewing and changing the way they work, we could save over a million pounds a year."

The scheme aims to give all employees the opportunity to contribute ideas for continually improving the quality and efficiency of the Trust's practice. Staff know their job better than anyone and are ideally placed to see possible opportunities and to improve the quality and efficiency of services, leading to cost savings, improvements in work processes and use of resources. No idea is seen as too obvious, too small, or too simple to be worth suggesting, and even small savings can add up if suggested changes are implemented in many departments.

The scheme has been highly successful, giving staff a voice and the opportunity to be involved. As well as individuals being able to make suggestions, there is also a team of Save 7 Champions throughout the Trust who encourage and support Save 7 ideas. Staff have totally embraced the concept, as it helps them to feel involved with even the smallest idea such as turning lights off.

So far over 300 ideas have been suggested, ranging from turning off lights and computers, printing double sided and black and white (or not at all), to developing electronic solutions to currently paper-based systems, introducing re-usable coffee cups in catering outlets, various issues regarding patient communications, and many clinically related ideas too numerous to list. The Healthcare Library has made several suggestions including a paper-free Trust Cascade Brief meeting (implemented), helping staff to do surveys electronically instead of on paper (implemented), and helping staff find evidence to support Save 7 ideas!

For the New Year, Save 7 have launched a Selfie competition – staff are encouraged to make a New Year resolution and pledge to make one small change that might lead to an improvement in patient experience or processes, or generate income or a cost saving for the hospital. They are then invited to take a photo of themselves with the pledge (on wipe-clean card of course, in the spirit of Save 7) and submit it to the Programme Management Office. Four booths have been set up in the hospital for staff to make their pledges and take their photos, and one of these is in the library. As a result the library has been honoured with a stream of Trust staff of all levels including some of the Executive Team, all keen to make their pledge, and we have also had an opportunity to make our own pledges and gain some positive publicity.

Jenny Lang, Library Manager (far left) and Helen Clemow, Librarian, with their Save 7 pledges

The Save 7 Campaign has been shortlisted in the Communications category of the Health Service Journal Value in Healthcare Awards. This is a fantastic achievement, which reflects the way in which ideas put forward from staff not only focus on efficiency, but a wide range of quality and safety improvements that could benefit patients and the clinical care provided in hospital. The awards will take place on May 24th .

Jenny Lang
Library Manager
Salisbury NHS Foundation Trust (W11)
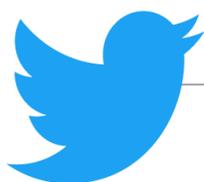
#UKMedLibs

Last month we talked about our New Year's resolutions and the resounding response seemed to be linked to increased productivity. Which led to the question, how? With added roles, tasks, and projects how do you keep on top of it all? Let your colleagues in to your secrets…Come and chat with us on Tuesday 21st February at 8pm.

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